

This Master Services Agreement (“**Agreement**”), including any applicable addenda, appendices, annexes, exhibits, or other similar agreements, constitute a legal agreement between you, your employer, or other entity on whose behalf you enter into this Agreement (the “**Customer**”), and Apttus Corporation (“**Conga**”).

YOU MUST READ AND AGREE TO THIS AGREEMENT PRIOR TO DOWNLOADING AND/OR USING THE SUBSCRIPTION SERVICES. BY CLICKING ON THE “ACCEPT” BUTTON, SIGNING AN ASSOCIATED ORDER, OR DOWNLOADING, INSTALLING AND/OR USING THE SUBSCRIPTION SERVICES, YOU ARE AGREEING TO BE BOUND BY THE TERMS ON BEHALF OF CUSTOMER.

IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF YOUR EMPLOYER OR ANOTHER LEGAL ENTITY, THEN YOU REPRESENT AND WARRANT THAT YOU HAVE THE AUTHORITY TO BIND THAT ENTITY AS THE CUSTOMER.

If you receive a free trial, the Agreement will also govern your use of the Subscription Services during the trial period.

Conga may amend this Agreement from time to time by posting an amended version at its website and sending Customer notice thereof (an email to Customer’s project sponsor or designated contact shall be deemed sufficient in this case). Such amendment will be deemed accepted and become effective thirty (30) days after such notice (the “**Proposed Amendment Date**”), unless Customer first gives Conga written notice of rejection of the amendment. In the event of such rejection, this Agreement will continue in its existing form, and the amendment will become effective at the start of Customer’s next Subscription Term following the Proposed Amendment Date. Customer’s continued use of the Subscription Services following the Proposed Amendment Date will confirm Customer’s consent thereto. This Agreement may not be amended in any other way except through a written agreement by authorized representatives of each party.

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

## **1. Subscription Services.**

**1.1 Scope.** This Master Services Agreement applies to Customer’s use of the online subscription services, including associated offline components and packaged technical support services, provided or managed by Conga (collectively, the “**Subscription Services**”) that are listed in one or more Conga ordering documents signed by the parties (each, an “**Order Form**”). This Master Services Agreement and all executed Order Forms, including any addenda, appendices, and exhibits, are collectively referred to as the “**Agreement.**” All capitalized terms not defined herein will have the meanings attributed to them in the Order Form.

**1.2 Provision of Subscription Services.** During the period of time beginning on the applicable Subscription Start Date and ending on the Subscription End Date, as set forth in the Order Form (the “**Subscription Term**”), Conga will (i) make the Subscription Services available to Customer for access and use solely for Customer’s internal business purposes in accordance with the terms and conditions set forth in this Agreement; (ii)

provide the Subscription Services in a manner consistent with general industry standards reasonably applicable to the provision thereof; and (iii) the functionality of the Subscription Services will not be materially decreased from that available as of the Effective Date. Conga may release updates or upgrades, including push upgrades, to the Subscription Services during the Subscription Term, however, Customer agrees that its purchase of the Subscription Services is not contingent upon the delivery of any future functionality or features, nor dependent upon any oral or written public comments made by Conga with respect to future functionality or features. Customer's affiliates ("**Affiliates**") may purchase Subscription Services from Conga pursuant to this Agreement. In such event, all references to "Customer" hereunder shall instead refer to such Affiliate identified in the applicable Order Form(s).

**1.3 Subscription Services Users.** Subject to the applicable entitlements, limits, and constraints set forth in the Order Form, Customer may authorize Customer's (or its Affiliates') named employees, representatives, consultants, contractors, partners, or agents to use the Subscription Service by supplying user identifications and passwords for such individuals ("**Users**"). Additionally, if applicable, Users may use Service Events, SMS Events, or Conga Sign Transactions, or other volume-based Subscription Services, subject to the applicable entitlements, limits, and constraints set forth in the Order Form. Customer may increase the quantity of Subscription Services pursuant to mutual execution of an additional Order Form(s). Unless otherwise specified in the relevant Order Form, the term of the additional User subscriptions will be coterminous with the expiration of the then current Subscription Term.

**1.4 Service Level Agreement.** Conga will make the Subscription Services available in accordance with the Conga Service Level Agreement further described at <http://legal.conga.com/#service-level-agreement> ("**SLA**").

**1.5 Technical Support.** Conga will provide technical support services in accordance with the level of technical support indicated in the Order Form ("**Technical Support**").

**1.6 Service Descriptions.** Conga will publish and maintain Service Descriptions that describe the material functionality of, and product-specific terms applicable to, the Subscription Services ("**Service Descriptions**"), which shall be updated from time-to-time and located at: <https://legal.conga.com/#service-descriptions>.

**1.7 Professional Services.** If Customer wishes to purchase implementation or other professional services from Conga relating to the Subscription Services ("**Professional Services**"), such work will be described in one or more separate statement(s) of work ("**SOW**") or Order Form(s), in certain cases. Any Professional Services to be provided to Customer by Conga will be governed by the SOW and the Professional Services Terms found at: <https://legal.conga.com/#professional-services-terms>. Professional Services are separate and apart from the Subscription Services, and neither party's obligations in connection with the Subscription Services are dependent in any way on any Professional Services. Training services purchased via Order Form or SOW will be considered Professional Services.

## **2. Use of the Subscription Services.**

**2.1 Customer Responsibilities.** Customer is responsible for all User activities and User accounts. Customer will: (i) have sole responsibility for the accuracy, quality, integrity, and reliability of all electronic data or

information submitted by Customer to the Subscription Services (“**Customer Data**”); (ii) use commercially reasonable efforts to prevent unauthorized access to, or use of, the Subscription Services, and notify Conga promptly of any such unauthorized access or use; (iii) comply with all applicable local, state, federal, and foreign laws in using the Subscription Services; and (iv) use the Subscription Services only in accordance with the Agreement. Customer grants Conga a limited license to process and store Customer Data, where applicable, to provide, operate, maintain, and improve the Subscription Services in accordance with this Agreement. Customer will ensure all Customer-controlled system settings for Users are consistent with applicable entitlements, limits, and constraints, including license types and quantities, set forth in each Order Form, or otherwise in this Agreement. Seat based licenses are intended for direct use by named Users and automated or programmatic use is not permitted. Transactions, including Service Events, are intended to be used for automated or programmatic use and can also be consumed by seat-based Users. If Customer exceeds a contractual usage limit, Conga may work with Customer to align Customer’s usage to the applicable entitlements, limits, and constraints. If, notwithstanding Conga’s efforts, Customer is unable or unwilling to abide by a contractual usage limit, Customer will execute an Order Form for additional quantities of the applicable Subscription Services promptly upon Conga’s request, and/or pay any invoice for excess usage in accordance with Section 4 (Fees and Payment) below.

**2.2 Use Guidelines.** Customer will not: (i) license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, time share or otherwise exploit or make the Subscription Services available to any third party, other than as contemplated by this Agreement; (ii) send spam or otherwise duplicative or unsolicited messages in violation of applicable laws; (iii) send or store infringing, obscene, threatening, libelous, or otherwise unlawful or tortious material, including material harmful to children or in violation of third party privacy rights; (iv) send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; (v) interfere with or disrupt the integrity or performance of the Subscription Services or the data contained therein; (vi) attempt to gain unauthorized access to the Subscription Services or related systems or networks; (vii) access the Subscription Services for purposes of penetration, vulnerability, or other security testing, load testing, benchmarking, or competitive purposes; or (viii) use the Subscription Services in excess of the usage limitations set forth in the applicable Order Form or in this Agreement. User subscriptions are for individual Users and cannot be shared or used by more than one User but may be reassigned from time to time to new Users replacing former Users who no longer require ongoing use of the Subscription Services. At all times, Customer remains responsible for Users and their use of the Subscription Services in accordance with the terms of the Agreement. A breach of the Agreement by any User will be considered a breach by Customer hereunder.

**2.3 Third-Party Providers.** Certain third-party providers (“**Third-Party Providers**”) offer products and services related to the Subscription Services, including implementation, customization and other consulting services related to Customer’s use of the Subscription Services and software, applications (both offline and online), and software-as-a-service offerings that work in conjunction with, or may be integrated with the Subscription Services, such as CRM applications. Conga is not responsible for, and does not warrant any such Third-Party Providers or any of their products or services. Customer is solely responsible for obtaining any necessary

rights or licenses thereto, and the results therefrom. Any exchange of data or other interaction between Customer and a Third-Party Provider, and any purchase by Customer of any product or service offered by such provider, is solely between Customer and such Third-Party Provider. Notwithstanding the foregoing, to the extent Customer purchases such third-party products or services directly from Conga, the providers of such products or services shall not be considered Third-Party Providers hereunder.

**2.4 SFDC's Role.** If the applicable Subscription Services are hosted on the customer relationship management platform provided by Salesforce.com, Inc. ("Salesforce Platform"), Customer recognizes and agrees that its access to the Salesforce Platform via the Subscription Services is subject to the SFDC Terms of Use, made available by Salesforce here:

[https://www.salesforce.com/content/dam/web/en\\_us/www/documents/legal/Agreements/alliance-agreements-and-terms/Reseller-Pass-Through-Terms.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/alliance-agreements-and-terms/Reseller-Pass-Through-Terms.pdf).

### **3. Security and Data Protection.**

**3.1 Protection of Customer Data.** Conga has adopted and will maintain industry-standard administrative, physical, and technical safeguards designed to protect the security and privacy of Customer Data, as further described in the Data Security Exhibit found at <https://legal.conga.com/#data-security-exhibit>. Conga will not be responsible for loss of data processed, stored or transmitted on systems or networks not owned or operated by Conga or its Sub-processors (as such term is defined in the DPA).

**3.2. Data Privacy.** Conga's Data Processing Addendum is available at <https://legal.conga.com/#dpa> and is incorporated into this Agreement by reference when applicable data protection law(s) applies to Customer's use of the Subscription Services.

**3.3 Use of Services Attributes and Anonymized Data.** Conga may collect, use and disclose quantitative and other usage information, including data derived from Customer Data, ("**Services Attributes**") for industry benchmarking, analytics, marketing, and other business purposes. Services Attributes will be considered in the aggregate form only and will be anonymized, so as not to identify Customer or its Users . Conga retains all rights, title and interest in and to Services Attributes.

### **4. Fees & Payment.**

**4.1 Fees.** Customer will pay all fees specified in all Order Forms hereunder. Except as otherwise provided in an Order Form(s), all fees will be invoiced and paid in United States dollars. Except as expressly set forth otherwise in the Agreement, fees (i) are based on quantities of Subscription Services detailed in an Order Form; (ii) will not be prorated or refunded if actual usage or number of Users is less than expected; and (iii) are non-cancellable and non-refundable. Any fees paid pursuant to an Order Form will not offset any fees due under any other Order Form.

**4.2 Invoicing & Payment.** Fees for Subscription Services will be invoiced annually in advance and otherwise in accordance with the Order Form. All amounts are due and payable thirty (30) days from the invoice date.

**4.3 Overdue Payments.** Unpaid invoices not the subject of a written good faith dispute are subject to a finance

charge at the rate of one percent (1%) of the outstanding balance per month, or the maximum rate permitted by law, whichever is lower, from the date such payment was due until the date paid, plus all reasonable expenses of collection.

**4.4 Taxes.** Unless explicitly set forth otherwise, fees in an Order Form or SOW do not include any local, state, federal or foreign taxes, levies or duties of any nature ("Taxes"). In the event that Conga is legally obligated to collect Taxes, such taxes will be set forth in the applicable invoice, unless Customer provides Conga with a valid tax exemption certificate authorized by the appropriate taxing authority. Customer is responsible for paying all Taxes, excluding only taxes based on Conga's income and personal property. Where Taxes are based upon the location(s) receiving the benefit of the Subscription Service, Customer has an ongoing obligation to notify Conga of such location(s) if different than Customer's business address listed in the applicable Order Form.

**4.5 Suspension of Subscription Services.** If Customer is in violation of this Agreement, or if Customer has an outstanding invoice that is thirty (30) days or more overdue (except with respect to charges then under reasonable and good faith dispute), in addition to any of its other rights or remedies, Conga reserves the right to suspend the Subscription Services, without liability to Customer, until such violation ceases and/or overdue amounts are paid in full.

## **5. Proprietary Rights.**

**5.1 Reservation of Rights.** Customer acknowledges (i) that in providing the Subscription Services, Conga may utilize (A) Apttus Corporation and Conga marks and brands, including the apttus.com name, the conga.com name, the Apttus logo, the Conga logo, the Apttus.com domain name, the Conga.com domain name, the product and service names associated with the Subscription Services, and other trademarks and service marks; (B) certain audio and visual information, documents, software and other works of authorship; and (C) other technology, software, hardware, products, processes, algorithms, user interfaces, know-how and other trade secrets, techniques, designs, inventions and other tangible or intangible technical material or information (collectively, "**Conga Technology**"); and (ii) that the Conga Technology is covered by intellectual property rights owned or licensed by Conga (collectively, "**Conga IP Rights**"). Other than as expressly set forth in this Agreement, no license or other rights in or to the Conga Technology or Conga IP Rights are granted to Customer, and all such licenses and rights are hereby expressly reserved.

**5.2 Restrictions.** Customer will not, and will ensure that its Users do not, directly or indirectly, (i) modify, copy, translate or create derivative works based on the Subscription Services or Conga Technology; (ii) remove any proprietary notices or labels from the Subscription Services; (iii) make the Subscription Services, including data contained within Conga database fields or objects, available to anyone other than Users, or use the Subscription Services, including information or data contained within Conga database fields or objects, for the benefit of any unrelated third party or as a component of any non-Conga database fields or objects; (iv) permit direct or indirect access to or use of any Subscription Services in a way that circumvents a contractual usage limit, or use any Subscription Services to access, copy or use any of Conga Technology, except as permitted

under this Agreement or an Order Form, (v) disassemble, reverse engineer, decompile or otherwise attempt to discover the source code, object code or underlying structure, ideas or algorithms of the Subscription Services or any software, documentation or data related to or provided with the Subscription Services; (v) use or access the Subscription Services or Conga Technology to build, support, and/or assist a third party in building or supporting, competitive products or services, or similar ideas, features, functions or graphics of the Subscription Services; or (vi) include the Subscription Services in a service bureau or outsourcing offering.

**5.3 Customer Data.** As between Conga and Customer, all Customer Data is owned by Customer. Customer Data is considered Confidential Information and shall be used solely as expressly permitted in the Agreement. During the Subscription Term, Customer may extract all Customer Data from the Subscription Services at its sole discretion.

## **6. Confidentiality.**

**6.1 Definition of Confidential Information.** As used herein, "**Confidential Information**" means all confidential and proprietary information of a party ("**Disclosing Party**") disclosed to the other party ("**Receiving Party**"), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, including the terms and conditions of this Agreement (including pricing and other terms reflected in all Order Forms hereunder), the Customer Data, the Subscription Services, the Conga Technology, business plans, technology and technical information, screen and product designs, interoperability of the Subscription Services with third-party products and software, and business processes. Confidential Information will not include any information that: (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party; (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party; (iii) was independently developed by the Receiving Party without breach of any obligation owed to the Disclosing Party; or (iv) is received from a third party without breach of any obligation owed to the Disclosing Party.

**6.2 Non-Disclosure and Use Restrictions.** The Receiving Party will not disclose or use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement, except with the Disclosing Party's prior written permission. If the Receiving Party is required by law or court order to disclose Confidential Information, it will give prior written notice to the Disclosing Party (to the extent legally permitted) and reasonable assistance at the Disclosing Party's cost to contest the disclosure.

**6.3 Protection.** Each party agrees to protect the confidentiality of the Confidential Information of the other party in the same manner that it protects the confidentiality of its own proprietary and confidential information of like kind, but in no event will either party exercise less than reasonable care in protecting such Confidential Information. The Receiving Party will limit access to Confidential Information of the Disclosing Party to those of its employees, contractors and agents who need such access for purposes consistent with this Agreement and who have signed confidentiality agreements with the Receiving Party containing protections no less stringent than those herein for the protection of Confidential Information.

## 7. Warranties; Warranties Disclaimer.

### 7.1 Warranties.

(a) **Mutual Warranty.** Each party represents and warrants that it has the legal power to enter into this Agreement.

(b) **Data Warranty.** Customer represents and warrants that Customer owns and has obtained all rights, consents, permissions, or licenses necessary to allow the Subscription Service's access to, or possession, manipulation, processing, or use of the Customer Data and Customer templates.

(c) **Subscription Services Warranty.** Conga represents and warrants that the Subscription Services will (i) be provided in a manner consistent with general industry standards reasonably applicable to the provision thereof; (ii) perform in all material respects in accordance with the applicable Service Description(s), as updated from time to time; and (iii) that it owns or otherwise has sufficient rights to the Subscription Services to perform its obligations herein.

(d) **Malicious Code.** Customer represents and warrants that it will not upload any Customer Data or Customer templates to the Subscription Services that contain any programming routines, code, files, scripts, macros, or other elements that may damage, surreptitiously intercept or expropriate any system, data, or personal information through agents or programs intended to do harm, including for example viruses, worms, time bombs and Trojan horses ("Malicious Code"). Conga warrants and represents that Conga shall use all commercially reasonable efforts to prevent the introduction of any Malicious Code to Customer.

**7.2 Warranties Disclaimer.** EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN SECTION 7.1 ABOVE AND IN THE SLA, AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, CONGA DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CONGA DOES NOT WARRANT THE RELIABILITY, TIMELINESS, SUITABILITY, OR ACCURACY OF THE SUBSCRIPTION SERVICES OR THE RESULTS CUSTOMER MAY OBTAIN BY USING THE SUBSCRIPTION SERVICES. CONGA DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE OPERATION OF THE SUBSCRIPTION SERVICES OR THAT CONGA WILL CORRECT ALL DEFECTS OR PREVENT THIRD PARTY DISRUPTIONS OR UNAUTHORIZED THIRD PARTY ACCESS. CONGA DISCLAIMS ALL FAILURES, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF THE INTERNET.

## 8. Mutual Indemnification.

**8.1 Indemnification by Conga.** Subject to this Agreement, Conga will (i) defend, or at its option settle, any claim, demand, action or legal proceeding ("**Claim**") made or brought against Customer by a third party alleging that the use of the Subscription Services as contemplated hereunder directly infringes the intellectual property rights of such third party, and (ii) pay (a) any final judgment or award directly resulting from such Claim to the extent such judgment or award is based upon such alleged infringement or (b) those damages agreed to by Conga in a monetary settlement of such Claim. Conga's obligations to defend or indemnify will

not apply to the extent that a Claim is based on (I) Customer Data or Customer technology, software, materials, data or business processes; (II) a combination of the Subscription Services with non-Conga products or services; or (III) any use of the Subscription Services not in compliance with this Agreement. In the event of a Claim, Conga will, in its discretion and at no cost to Customer do one of the following: (A) modify the Subscription Services so that they are no longer the subject of an infringement claim, (B) obtain a license for Customer's continued use of the Subscription Services in accordance with this Agreement, or (C) terminate the subscription for the infringing Subscription Services and refund to Customer any prepaid fees for the remainder of the Subscription Term. THIS SECTION 8.1 SETS FORTH THE ENTIRE OBLIGATION OF CONGA AND CUSTOMER'S EXCLUSIVE REMEDY AGAINST CONGA FOR ANY CLAIM UNDER THIS SECTION.

**8.2 Indemnification by Customer.** Subject to this Agreement, Customer will (i) defend, or at its option settle, any Claim made or brought against Conga by a third party alleging that (I) Customer Data, Customer's technology, software, materials, data or business processes; (II) a combination of the Subscription Services with non-Conga products or services; or (III) Customer's use of the Subscription Services, other than as authorized in this Agreement, violates applicable law or regulations or infringes the intellectual property rights of a third party; and (ii) pay (a) any final judgment or award directly resulting from such Claim, or (b) or those damages agreed to in a monetary settlement of such Claim.

**8.3 Procedure.** As a condition to the indemnifying party's obligations under this Section 8, the party seeking indemnification must (a) promptly give written notice of the Claim to the indemnifying party; (b) give the indemnifying party sole control of the defense and settlement of the Claim (provided that indemnifying party may not settle or defend any Claim unless it unconditionally releases the indemnified party of all liability); and (c) provide to the indemnifying party, at the indemnifying party's expense, all reasonable assistance. Notwithstanding the foregoing, the indemnified party will have the option to participate in the defense of the indemnified matter, using counsel of its own selection, at the indemnified party's expense.

## **9. Limitation of Liability.**

**9.1 Limitation of Liability.** EXCEPT FOR A PARTY'S LIABILITY ARISING FROM SECTION 8 (MUTUAL INDEMNIFICATION), CUSTOMER'S PAYMENT OBLIGATIONS, AND EACH PARTY'S DATA SECURITY AND PRIVACY OBLIGATIONS, NEITHER PARTY'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL, TOGETHER WITH AMOUNTS ASSOCIATED WITH ALL OTHER CLAIMS, EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER HEREUNDER IN THE TWELVE MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM. NEITHER PARTY'S AGGREGATE LIABILITY ARISING OUT OF ITS BREACH OF DATA SECURITY AND PRIVACY OBLIGATIONS HEREUNDER, TOGETHER WITH AMOUNTS ASSOCIATED WITH ALL OTHER CLAIMS, SHALL EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER HEREUNDER IN THE TWENTY-FOUR MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM. THE ABOVE LIMITATIONS WILL APPLY WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY. THE FOREGOING LIMITATION WILL NOT APPLY TO THE EXTENT PROHIBITED BY LAW.

**9.2 Exclusion of Consequential and Related Damages.** NO PARTY WILL BE LIABLE UNDER ANY CONTRACT,



TORT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY, FOR ANY (i) ERRORS OR, INACCURACY OF OUTPUT; (ii) COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICE OR TECHNOLOGY; (iii) LOSS OF BUSINESS OR LOST PROFITS; (iv) INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES; OR (v) MATTER BEYOND ITS REASONABLE CONTROL, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

## **10. Term & Termination.**

**10.1 Term of Agreement.** This Agreement commences on the Effective Date and ends on the date that all User subscriptions granted in accordance with this Agreement have expired or been terminated.

**10.2 Term of User Subscriptions.** User subscriptions commence on the start date set forth in the relevant Order Form(s) and continue for the Subscription Term specified therein. Unless advised in writing by Customer (via email to [renewallt@conga.com](mailto:renewallt@conga.com)) at least forty-five (45) days prior to the expiration of the then-current Subscription Term, Conga may automatically renew the Subscription Services described in the active Order Form(s) for a new Subscription Term equal to the longest Subscription Term of such expiring Order Form(s). The Subscription Services fees and Technical Support fees shall increase by ten percent (10%) for each and any renewal term, provided the product type(s), quantity(ies), and Subscription Term duration are the same as in the expiring Order Form(s).

**10.3 Uninstall and Delete.** Upon termination or expiration of this Agreement, Customer will uninstall and delete from all Customer desktop, mobile, server, web and other environments, any Conga provided software related to the Subscription Services, including managed packages.

**10.4 Termination for Cause.** A party may terminate this Agreement for cause: (i) upon thirty (30) days' written notice of a material breach to the other party if such breach remains uncured at the expiration of such period; or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors. Upon any termination for cause by Customer, Conga will refund Customer any prepaid fees for the remainder of the Subscription Term after the date of termination.

**10.5 Outstanding Fees.** Termination will not relieve Customer of the obligation to pay any fees accrued or payable to Conga prior to the effective date of termination.

**10.6 Surviving Provisions.** The following provisions will survive any termination or expiration of this Agreement: Sections 5, 6, 7, 8, 9, 10, and 11.

## **11. General Provisions.**

**11.1 Relationship of the Parties.** This Agreement does not create a franchise, joint venture, agency, fiduciary or employment relationship between the parties.

**11.2 Use of Customer Name and Logo.** With approval of Customer, Conga may issue a press release regarding the relationship between Customer and Conga, refer to Customer in marketing initiatives, and use Customer's

logo for such purposes. With approval of Customer, Conga may request that Customer participate in Conga's reference program and work with Conga's representatives, at Conga's cost and expense, on a use case overview video or written testimonial.

**11.3 Insurance.** At its own expense, Conga shall maintain insurance coverage necessary to protect against insurable risks related to the Subscription Services and other related services, including cyber errors and omissions insurance, employer liability insurance, automobile insurance, network security and privacy liability insurance, and worker's compensation insurance as required by applicable law. Conga shall procure blanket named insured coverage for Customer. Conga will provide Customer with a Certificate of Insurance evidencing the above policies and limits, no more than once yearly, and upon written request.

**11.4 No Third-Party Beneficiaries.** There are no third-party beneficiaries to this Agreement.

**11.5 Notices.** Conga may give general notices for Subscription Services applicable to all customers by means of a notice on the Subscription Services web portal or via email. Specific notices applicable to Users of the Subscription Services, technical support, system security and other account notices will be given by electronic mail to Customer's e-mail address on record in Conga's account information. All legal or dispute-related notices will be sent by first class mail, email, or express delivery, if to Conga, attention General Counsel, at P.O. Box 7839, Broomfield, Colorado 80021 U.S.A., or [legal@conga.com](mailto:legal@conga.com), and if to Customer, to Customer's account representative and address on record in Conga's account information or such other addresses as either party may designate in writing from time to time.

**11.6 Force Majeure.** Excluding Customer's payment obligations under Section 4, neither party will be responsible for failure or delay of performance if caused by an act of nature, war, hostility or sabotage; an electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export or other license); or other event outside the reasonable control of the obligated party. Each party will use reasonable efforts to mitigate the effect of a force majeure event.

**11.7 Waiver and Cumulative Remedies.** No failure or delay by either party in exercising any right under this Agreement will constitute a waiver of that right. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity.

**11.8 Severability.** If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision will be modified by the court and interpreted so as best to accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of this Agreement will remain in effect.

**11.9 Assignment.** Neither party may assign any of its rights or obligations hereunder, whether by operation of law or otherwise, without the prior express written consent of the other party. Notwithstanding the foregoing, either party may assign this Agreement together with all rights and obligations hereunder, without consent of the other party, in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets not involving a direct competitor of the other party (provided that the assignee agrees in

writing to be bound by all terms and conditions of this Agreement) by providing the non-assigning party with prompt written notice of assignment. Any attempt by a party to assign its rights or obligations under this Agreement in breach of this Section will be void and of no effect. Subject to the foregoing, this Agreement will bind and inure to the benefit of the parties, their respective successors and permitted assigns.

**11.10 Governing Law.** This Agreement will be governed exclusively by the internal laws of the State of Delaware, without regard to its conflicts of laws rules.

**11.11 Venue.** The state and federal courts located in the State of Delaware will have exclusive jurisdiction to adjudicate any dispute arising out of or relating to this Agreement. Each party hereby consents to the exclusive jurisdiction of such courts. Each party also hereby waives any right to jury trial in connection with any action or litigation in any way arising out of or related to this Agreement.

**11.12 Export Control Laws.** The use and delivery of the Subscription Services and technology is subject to the jurisdiction of the United States, including regulations issued by the Department of Commerce, Department of State, the International Trade Administration, and the Bureau of Export Administration. Each party will comply with all United States and foreign export control laws or regulations applicable to its performance under this Agreement. Customer understands that it will receive the Subscription Services under a United States distribution license and restrictions on re-export or use to facilitate transactions with embargoed individuals or companies must be complied with.

**11.13 Entire Agreement.** This Agreement, including all exhibits and addenda hereto and all Order Forms executed hereunder, constitute the entire agreement between the parties, and supersede all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this Agreement will be effective unless in writing and signed by the party against whom the modification, amendment or waiver is to be asserted. In the event of any conflict between the provisions in this Agreement and any exhibit or addendum hereto, or Order Form executed hereunder, the terms of this Agreement will prevail to the extent of any inconsistency, except with regard to any provision of any exhibit, addendum or Order Form that specifically identifies a conflicting provision of this Agreement and states that the conflicting provision of this Agreement does not prevail. Notwithstanding any language to the contrary therein, no terms or conditions stated in a Customer purchase order or in any other Customer order documentation (excluding Order Forms) will be incorporated into or form any part of this Agreement, and all such terms or conditions will be null and void.

